

October 24, 2001**CCP Monthly Status/Process Improvement Meeting
MEETING MINUTES**

Agenda Items	Discussion
	Valerie also added that an invitation had been extended to Account Teams to attend the monthly status meetings.
	To further the discussion of the format of meetings, Cheryl Storey (BST) asked the CLECs if BellSouth should develop a process for prioritization by conference call - in lieu of traveling and would ask the CLECs to provide input.
	APPEAL PROCESS Brenda Files (BST) stated that BellSouth would like to propose that a documented "Appeal" process be added to the Change Control process document to deal with appeals of CR's (i.e., validation responses, BellSouth cannot support). BellSouth will submit a Change Request to document this process, noting a response to an appeal in 7 days.
ACTION ITEM: (BellSouth) BellSouth will submit a CR to document an "Appeal" process to be added to the CCP Document.	
	LENS / CR0459
	Susan Hart (BST) gave a status on the correction of the PSO and LSF functionality relating to defect change request CR0459.
	Mel Wagner (Birch) stated that Project Managers, SME's, and other experts should be available especially after new releases are implemented to avoid defect situations such as what prompted CR0459. He said that with respect to the improvement of performance in LENS, it was evident that defects resulted specifically the BTN, PSO and LSF issues. The BTN issue was corrected on 09/29/01.
	Susan Hart (BST) commented that the delay of the PSO fix was due to the large coding effort. At this time, BellSouth still does not have a definitive fix date for the LSF issue and Susan indicated that the LCSC is not receiving any requests from the CLECs for LSF to be provided. Mel Wagner indicated that Birch is requesting at least 20 LSF's per month.
	Mel also indicated that he would like to see LENS added to the CAVE test environment. CLECs indicated they want a pre and post release evaluation. Susan Hart indicated that BellSouth currently performs testing of the LENS interface prior to a release.
	Bernadette Seigler (AT&T) pointed out that there have been instances where the Business Rule field name definitions do not match the field names being displayed in LENS.
ACTION ITEM: (BellSouth) BellSouth will investigate comparing the Business Rule field name definitions vs. what LENS field names are displaying.	

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	<p>OTHER ISSUES</p> <p>Tyra Hush (MCI) discussed that currently BellSouth does not support "Billing" issues in the CCP. Tyra stated that this appeared to be contradictory to what is currently in the definition of what is in the scope of CCP.</p> <p>Valerie Cottingham explained that BellSouth Billing systems are managed through the OBF process. She said that billing changes are managed through Change Control if they apply to pre-ordering/ordering through the local interfaces.</p>
	<p>ACTION ITEM: (BellSouth) BellSouth to provide clarification on the support of Billing issues through Change Control.</p>
4. MONTHLY STATUS AGENDA	<p>Due to lack of time, the Monthly Status Meeting portion of the agenda was not covered in this meeting.</p> <p>BellSouth did, however provide the Summary of Regulatory Mandates and the Monthly Release Report to the CLECs prior to the meeting.</p> <p>BellSouth asked if there were any questions regarding any specific CR's. Bill Grant (Telcordia) asked that BellSouth add a column to the supported interfaces matrix to reflect the Release number. BellSouth agreed.</p>
<p>(As a courtesy, the following information is provided, but was not covered in the meeting)</p> <p>5. REPORT OF SYSTEM OUTAGES</p> <p>NOTE: Details of each outage are posted on the Change Control website at www.interconnection.bellsouth.com/market/lec/ccp_live/ccp.html</p>	<p>The following Type 1 System outages/degradation have occurred since the last Status Meeting:</p> <p>LENS - 8</p> <p>EDI - 1</p> <p>TAG - 7</p> <p>CSOTS - 2</p> <p>EC-TA - 5</p> <p>TAFI - 0</p>
6. UPCOMING MEETINGS	<ul style="list-style-type: none"> October 25, 2001 - Release 10.2 User Requirements Review November 14, 2001 - Monthly Status Meeting (conference call)
7. SUMMARY OF NEW ACTION ITEMS	<p>NEW ACTION ITEM: BellSouth to provide a "real" example of the expiration of a TAG release with version numbers in the "Retirement of Versions" section of the CCP document. Text will be added to include that this expiration is not an "industry map".</p> <p>NEW ACTION ITEM: BellSouth to investigate if it can include language in the Versioning policy re: evaluation of changes to a frozen map, such as correction of defects and regulatory changes.</p> <p>NEW ACTION ITEM: BellSouth will re-construct the 2002 schedule on the original release cycles and communicate back to the CLECs.</p>

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	NEW ACTION ITEM: BellSouth will investigate if it can offer another minor release replacing a major release in the 2002 Release Schedule.
	NEW ACTION ITEM: The CLECs request that a "revision history" be included in the BBR-LO companion matrix/grid document.
	NEW ACTION ITEM: BellSouth will schedule a meeting with the CLECs to discuss the BBR-LO companion matrix document on October 31, 2001 at 10:00 am EST.
	NEW ACTION ITEM: BellSouth to investigate providing a revision history in the Pre-Order Business Rules document.
	NEW ACTION ITEM: Dennis Davis to provide BellSouth's sizing modeling concept to the CLECs within 2 weeks.
	NEW ACTION ITEM: BellSouth to provide a SME at the next monthly status meeting to support BellSouth's position on CR0424.
	NEW ACTION ITEM: BellSouth to investigate how the Change Request reporting format can be changed to create reports to be used as tracking tools.
	NEW ACTION ITEM: BellSouth to add an "actual implementation date" on the RF1870 Change Request Form.
	NEW ACTION ITEM: BellSouth to provide a separate release list containing any non system impacting documentation or process changes.
	NEW ACTION ITEM: BellSouth to change the way it displays Implemented CR's on its website to separate by System Impacting, Documentation and Process.
	NEW ACTION ITEM: BellSouth will submit a CR to document an "Appeal" process to be added to the CCP Document.
	NEW ACTION ITEM: BellSouth will investigate comparing the Business Rule field name definitions vs. what LENS field names are displaying.
	NEW ACTION ITEM: BellSouth to provide clarification on the support of Billing issues through Change Control.

ATTACHMENT 14



Change Request Form

Internal Reference # _____ (1) Date Change Request Submitted _5_/_11/_00 (2)

☒ **TYPE 5 (CLEC)** ☐ **TYPE 4 (BST)** ☐ **TYPE 3 (INDUSTRY)** ☐ **TYPE 2 (REGULATORY)** (3)

☐ **TYPE 6 (DEFECT) (3A)**

Company Name ___AT&T_____ (4)

CCM ___Jill Williamson_____ (5) Phone ___404-810-8562_____ (6)

CCM Email Address ___jrwilliamson@att.com_____ (7) Fax ___404-810-8605_____ (8)

Alternate CCM _____ (9) Alt Phone # _____ (10)

Originator's Name ___Jill Williamson_____ (11) Phone ___404-810-8562_____ (12)

Title of Change ___Order Tracking Request_____ (13)

Category ☒ Add New Functionality ☐ Change Existing (14) Desired Due Date _7/_1/_00 (15)

Originating CCM assessment of impact ☒ Major ☐ Minor ☐ None expected (16)

Originating CCM assessment of priority ☐ Urgent ☒ High ☐ Medium ☐ Low (17)

Interfaces Impacted (18)			
<input type="checkbox"/> Pre-Ordering <input type="checkbox"/> LENS <input type="checkbox"/> TAG <input type="checkbox"/> CSOTS	<input checked="" type="checkbox"/> Ordering <input checked="" type="checkbox"/> EDI <input checked="" type="checkbox"/> LENS <input checked="" type="checkbox"/> TAG	<input type="checkbox"/> Maintenance <input type="checkbox"/> TAFI <input type="checkbox"/> EC-TA Local	<input type="checkbox"/> Manual

Type Of Change - Check one or more, as applicable (19)			
<input type="checkbox"/> Software <input type="checkbox"/> Product & Services <input type="checkbox"/> Documentation	<input type="checkbox"/> Hardware <input type="checkbox"/> New or Revised Edits <input type="checkbox"/> Regulatory	<input type="checkbox"/> Industry Standards <input type="checkbox"/> Process <input checked="" type="checkbox"/> Other	<input type="checkbox"/> Defect

Description of requested change including purpose and benefit received from this change. (Use additional sheets, if necessary.) (20)

This request is to add functionality, similar to that provided by CSOTS, to track PONS/orders from the time the order hits BellSouth's gateway until the order is completed. This order tracking tool should be available electronically and should be centralized into a single source for CLECs to access. This tool will allow CLECs to track orders from the point of origination to order completion, minimizing the need for phone calls and inquiries between workcenters. **In today's environment, reps call to either gain clarification on an order, gain status of an order or to find out why a response hasn't been received. An order tracking system would allow CLECs to follow an order within BellSouth from the time it hits BellSouth's gateway until the order is completed with minimal disruption to the workcenters. Some examples of information that could be obtained would be the receipt and transmittal times from EDI to LEO to LESOG to SOCS and LNP to LAUTO to SOCS, status of the order, i.e, fell out of system, reason for fallout, time posted to worklist, time claimed by rep., time re-submitted by rep., etc. An additional function may be to allow the CLEC to issue a "trouble ticket" when a**

Attachment A-1

Jointly Developed by the Change Control Sub-team comprised
of BellSouth and CLEC Representatives.



Change Request Form

reject/clarification is received in error or when a clarification is unclear. BellSouth could then assign a ticket number and respond to the CLECs trouble ticket. The attached diagram depicts the flow of information from BellSouth's systems into the proposed order tracker.

Known dependencies (21)

Additional Information ☐ Yes ☐ No (22)

List all business specifications and/or requirements documents included (or Internet / Standards location, if applicable)

This Section to be completed by BCCM only.

Change Request Log # _____ CR0040 _____ (23) Clarification ☒ Yes ☐ No (24)

Clarification Request Sent _06/02/00_ (25) Clarification Response Due _06/13/00_ (26)

Status _____ RC _____ (27)

Change Request Review Date _06/28/00 / 4/25/01_ (28) Target Implementation Date _____ (29)

Last Modified By _____ BCCM _____ (30) Date Modified _4/30/01_ (31)

Defect Validation Results: (32)

Change Review Meeting Results (33)

3-15-01 Non-scheduled change request. Request to be re-prioritized at 3/28/01 meeting.

4-30-01 CR prioritized on 4-25-01. Refer to "Release Prioritization Ranking" on CCP Web site.

Canceled Change Request ☐ Duplicate ☐ Training ☐ Clarification Not Received

☐ Cancellation by BellSouth (34) _____

Cancellation Acknowledgment CLEC _____ BST _____ Date ____/____/____ (35)

Request Appeal ☐ Yes ☐ No (36)

Appeal Considerations (37)

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Agreed Release Date ____/____/____ (38)

CMVC # _____ (39)

DDTS# _____ (40)

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